

## **PRV – Call Center Service Limitations**

### **Purpose:**

The objective of this procedure is to assist the Customer Service Representative (CSR) in determining a specific member's service limitations.

This procedure determines specific limitations in a Medicaid Member's benefits. Vision, Dental, and Hearing Aid coverage is date specific and the information must be accurate when given to the provider.

### **Identification of Roles:**

Lead, Trainer, Quality Assurance (QA) Coordinator, Supervisor, Management.

### **Performance Standards:**

80% service level, abandon rate, calls answered, calls received, average queue time (AQT).

### **Path of Business Procedure:**

#### **Step 1: Incoming Call**

#### **Step 2: Verification of Provider (Enter into OnBase WorkView)**

- a. Verify National Provider Identifier (NPI) number
- b. Obtain contact name
- c. Obtain contact phone number

#### **Step 3: Determine Reason for Call**

- a. Claim Status
- b. Eligibility
- c. Service Limits
- d. MediPASS
- e. Inquiry
- f. Consumer-Directed Attendant Care (CDAC)

#### **Step 4: Service Limitation Call**

- a. Provider is seeking patient's history of a particular service
- b. If not a service limitation call, go back to Step 3 and determine the reason for the call and follow appropriate procedure

#### **Step 5: Obtain member information in the Medicaid Management Information System (MMIS)**

- a. Member Identification (ID) number
- b. Date of Service (DOS)

- c. National Provider Identifier (NPI) number or Provider ID number

**Step 6: Is provider seeking vision limitation?**

- a. If yes, go to step 7
- b. If no, go to step 8

**Step 7: Vision limitation**

- a. Check to make sure member is eligible for Medicaid. (Refer to Eligibility-Process)
- b. Look at the age of the patient to ensure correct limits are given
- c. Verify if the member has Medicare
- d. Verify if the member has Third Party Liability (TPL) type 20 (refer to appendix)
  - 1. Place an "I " in the Action Code under TPL Resource File
  - 2. Enter Recipient Identification (ID)
  - 3. Look at the coverage dates to coincide with the DOS
  - 4. Determine if the member has TPL coverage
- e. If the member lives in Butler, Blackhawk, Bremer, or Grundy County-Contact Medicaid
- f. Check service limits in file 10 of MMIS, go to step 10
  - 1. Place an "I" in the Action Code under Recipient Service Limitations
  - 2. Enter Recipient ID
    - a. Check to see if the member has had frames, lenses or exam.
    - b. Check dates and follow rules in appendix

**Step 8: Dental?**

- a. If yes, go to Step 9
- b. If no, go to Step 10

**Step 9: Provider is seeking dental limitations, then**

- a. Check to make sure the member is eligible for Medicaid (Refer to Eligibility call flow)
- b. Look at the age of the patient to ensure correct limits are given
- c. Verify if the member has TPL type 15 (refer to appendix 10.5)
  - 1. place an "I " in the Action Code under TPL Resource File
  - 2. Enter Recipient ID
  - 3. Look at the coverage dates to coincide with the DOS
  - 4. Determine if the member has TPL coverage
- d. Check service limits in file 10 of MMIS, go to step 10

**Step 10: Hearing aid?**

- a. If yes, go to Step 11
- b. If no, go to Step 12

**Step 11: Provider is seeking hearing aid limitations**

- a. Check to make sure the member is eligible for Medicaid (Refer to Eligibility call flow)
- b. Verify if the member has Medicare
  - 1. Place an "I " in the Action Code under TPL Resource File
  - 2. Enter Recipient ID

3. Look at the coverage dates to coincide with the Date of Service (DOS)
4. Determine if the member has TPL coverage
- c. Check service limits in file 10 of MMIS, go to step 10

**Step 12: Provider is seeking Dental History.**

- a. If yes, go to step 13.
- b. If no, go back to step 3 to determine reason for call

**Step 13: Give the provider the member's dental history**

**Step 14: End Call**

- a. Resolve provider's question
- b. Say thank you
- c. Disconnect call

**Forms/Reports:**

N/A

**RFP References:**

6.4.2.3.b

**Interfaces:**

OnBase

MMIS

Providers

**Attachments:**

Process Map

